Northeastern REMC
Electric Service Quality Rulemaking
Data Request

Reliability:
The area of reliability will include the examination of sustained outages, momentary outages, restoration of service following a sustained outage and power quality.

1. **Is your utility participating in any EPRI (or other organizations) research projects relating to reliability or other service quality issues? If yes, please describe the project(s) you are involved in and how it relates to reliability issues addressed in this section of the data request.**

   Response: No. Northeastern is a member of EPRI and CRN. We are not directly involved with any of their projects, but monitor their research for items applicable to service reliability to service reliability and quality.

Service Interruption and Outages

Sustained Outages:

1. **How does your utility identify an outage? At what point does your utility consider an outage a "sustained" outage versus a "momentary" outage?**

   Response:
   a. Outage is the loss of electric service that requires someone to perform a function to restore that service.
   b. Sustained outage is the loss of electric service that requires someone to perform a function to restore that service.
   c. Momentary outage is a brief interruption such as a blink or a recloser operation. It does not require someone to perform a function to restore service.

2. **Please describe the response process once an outage is identified. Has your response process changed in any way over the past 5 years? Please explain those changes. What follow-up is done after service has been restored to determine that an individual customer, once again, has electric service?**

   Response:
   a. There is a dispatcher on duty 24 hours a day 365 days a year.
   b. The outage is identified and logged into the outage reporting system as the calls are received during or after normal working hours.
   c. Contact the crew that is on call, a two-man crew is always on call 24/7. Dispatcher can contact any additional help and/or supervisors if needed.
   d. The phone system and the outage reporting systems have been enhanced within the last five years.
   e. The automated outage system, when activated for larger outages, handles a large number of incoming calls. It permits the consumer to enter their phone number or use its voice recognition capabilities to identify the location of the outage. The consumer also has the opportunity to leave a voice message or talk to the dispatcher.

f. The enhancements to the phone system allow the consumer to directly report the outage to the proper department without going through the call center during normal business hours.
g. Verification of restoration is either done by the crew that is restoring service or dispatch verifies by calling one of the consumers that originally reported the outage.

3. Under what conditions or circumstances does your utility report an outage to the Commission? Since January 2001, how often have you reported an outage to the Commission? How often did you provide updates on the outage and the restoration of service?

Response: We have not reported an outage to the commission since January 2001.

4. Outages resulting from major weather events can somewhat be anticipated, please describe the weather event outage response from the time a weather situation is known or anticipated to exist through the time the last customer is brought back online. Please describe any facilities and/or procedures that are specifically used in anticipation or during a major weather event in case of widespread outages. Are the facilities and/or procedures different depending on the type of weather event, for example tornado conditions versus a potential ice storm? Are there non-weather related outage situations when these facilities and/or procedures are used?

Response: While we monitor the weather and forecasts, predicting what impact it will have on our system is virtually impossible. Our practice for reporting outages to IURC should confirm with IURC requirements for reporting outages.

Anticipated weather
a. Additional crew members are issued pagers or two-way radios.
b. If severe weather is near, crews are held over.
c. Dispatch monitors the weather on the internet and scanners.
d. Crews that may be out are advised of potential threatening weather and advised to take the necessary precautions to protect themselves.

Widespread outages resulting from severe weather
a. Restoration is prioritized. Life support, hospitals or medical centers, substations, three-phase lines, businesses, single-phase lines and individuals are the normal order of restoration.
b. Outages are identified, crews are dispatched, services are restored, service restorations are verified and crews are reassigned to the next prioritized outages. Throughout the restoration process the severity of the event is analyzed to determine whether outside help will be needed.
c. Procedures are basically the same during all severe weather situations.
d. Severe weather is typically the cause for widespread outages; however the same procedures are initiated when weather is not the cause.

5. What other government (local, state, federal) agencies or organizations must your utility interact or communicate with during outage situations? Specifically, are there other agencies or organizations that your utility is required by law or regulation to report to or communicate with during outage situations?

Response: There are no organizations that we are required to communicate with during outage situations.

6. **Are there other agencies, organizations or companies that your utility typically interacts or communicates with during critical outage situations? Please describe the circumstances and types of interactions or communications that occur.**

   Response: Yes
   a. We communicate with the television stations, radio stations, newspapers and our web site to inform our consumers and the general public.
   b. We communicate with the local and state law enforcement agencies about hazardous situations.
   c. We communicate with the Whitley County Emergency Management team.
   d. We communicate power supply issues with American Electric Power.
   e. We communicate load loss and load switch values with ACES Power.
   f. We communicate our need for additional personnel and equipment to the Indiana Statewide Association and other power line contractors.

7. **What is the policy concerning the use of service crews from other utilities? Has the availability of crews or the willingness of other utilities to make crews available become more limited in recent years? Are non-utility crews being used or considered more routinely than requesting crews from neighboring utilities?**

   Response:
   a. Outside crews will and can be called as needed. This is generally done when the duration of an event has been projected to exceed 24 hours. Northeastern REMC has an agreement with other cooperatives in the state to provide mutual aid.
   b. There has always been a strong willingness for REMCs to send crews and equipment to assist another REMC. The Indiana Statewide Association has done a good job of getting the needy REMC's additional personnel and equipment from other REMCs in the State.

8. **What type of information does your utility typically gather/report/analyze regarding sustained outages? How is this information used in the utility?**

   Response:
   We typically gather location, duration, number of consumers affected and the cause if one can be determined.

9. **Does the utility attempt to quantify the financial costs of outages to customers and local communities? If so, please explain how this is done.**

   Response:
   No, we do not attempt to quantify the financial cost of outages to consumers.

Momentary Outages:

1. **Does your utility identify and track momentary outages? How is a momentary outage identified and/or defined?**

   Response:
   No, we do not track on momentary outages. We do keep track of recloser operations and if a particular reading seems to unusually high, we will investigate.

2. **What type of information does your utility typically gather/report/analyze regarding momentary outages? How is this information used in the utility?**

   Response: See above.

3. **Other than the duration of the outage, are there operational or characteristic differences in a sustained outage versus a momentary outage?**

   Response: A sustained outage requires a crew or crews to perform a function to restore service. Typically there has been some type of damage to the distribution system in a sustained outage.

Performance Measures and Statistics

1. **Typical reliability performance statistics include SAIDI, CAIDI, SAIFI, etc. Does your utility routinely calculate these statistics? How is each of the variables in each of the calculations defined? Are these statistics calculated as part of your outage management system or through some other means?**

   Response: Yes, we routinely calculate SAIDI, SAIFI, and CAIDI.

   a. SAIDI = *System Average Interruption Duration Index* -- this is designed to provide information, in hours, about the average time the customers are interrupted.
   b. SAIFI = *System Average Interruption Frequency Index* -- this is designed to give information about the average frequency of sustained interruptions per customer.
   c. CAIDI = *Customer Average Interruption Duration Index* -- this represents the average time required to restore service to the average customer per sustained interruption.

   These statistics are calculated monthly and annually from our in-house database.

2. **Are there other reliability statistics your utility calculates? What are they? How are they calculated? How are the variables used to calculate them defined? Are these statistics calculated as part of your outage management system or through some other means?**

   Response: We have also used ACMI and ASAI

   a. ACMI = *Average Customer Minutes of interruption* -- this is designed to provide information about the average time customers are interrupted.

b. ASAI = *Average Service Availability Index* -- this represents the fraction of time, in percentage, that a customer has power provided during one year.

These are calculated from the same in-house data base.

3. Does your outage management system calculate other reliability statistics that your utility does not routinely review? What are these statistics? How are they calculated? How are the variables used to calculate them defined?

Response: No.

4. Reliability statistics are often calculated excluding storms or other major outage events. What are the advantages and disadvantages to excluding storms or other events? Do reliability statistics typically calculated by your utility include or exclude storms or major outage events? If these events are excluded, how do you determine when to exclude an outage event? How do you define the different levels of outage events?

Response: The statistics are calculated with major storms and other major outage included and excluded.

The only advantage of including all events is that it provides an overall statistical analysis on the systems performance.

The disadvantages include:
a. A few major storms can severely skew the indices.
b. Problems caused by the power supplier can also severely skew the indices.
c. These are events that can not be managed or controlled.

Including the major storms and power supplier problems in the statistics does not provide consistent operating information to evaluate or make accurate comparisons of the systems performance. (with previous years or other utilities)

5. How do service territory differences (e.g., rural versus metropolitan, high industrial concentration versus more residential) affect the calculation of reliability statistics? What statistic, if any, is most indifferent to the service area characteristics, in other words, what statistic(s) would most likely allow relevant comparisons among a wide variety of utility types?

Response: Service areas can greatly affect reliability. An urban area will tend to have better numbers than a rural area. There is less exposure, (fewer miles of overhead, more density, and more underground facilities), and the circuits are easier to patrol when there is a problem.

SAIFI or an index that relates more towards the number of interruptions would be the most common to both areas. This could still be more biased towards the urban areas because of different exposure.

6. **Can the calculation of reliability indices be standardized among Indiana utilities? Please explain how that might be done.**

   Response: Maybe, the calculation of the indices can be standardized to definitions, assumptions, and exclusions. However, comparison of these between organizations will only be significant in the broadest sense. Service areas are different.

7. **Should utility size or other characteristics be taken into consideration when evaluating the reliability statistics from a company?**

   Response: The size of a utility should not make much of a difference. The type of utility (Muni, IOU or Co-op) and their philosophy on service reliability along with service territory characteristics (urban vs rural) will be the difference that could be observed.

8. **Are performance evaluations and the resulting compensation for any individual, groups of individuals or divisions of the utility tied to reliability statistic results? Please explain what reliability statistics are used and who is evaluated based on the results of those statistics. How are the acceptable levels of performance set and what are those levels?**

   Response: Not at this time.

<u>Worst circuits</u>

In order to prevent utilities from having "pockets" of poor service reliability, some state commissions require utilities to report the top 10-25 worst circuits and then address those problem areas.

1. **Are there areas of your utility's service territory that are more prone to outages, either sustained or momentary, or other reliability problems, such as power quality, than others? How does your utility address this type of problem?**

   Response: Every utility has areas that are, from time to time, more prone to outages. We try to find the root cause and correct the problem. We will patrol these areas, change circuit configuration, improve coordination, install lightning protection, trim trees, install animal protection, convert overhead to underground or rebuild as needed.

2. **What are the advantages of identifying the top worst performing circuits of a utility?**

   Response: We can better focus on the problem areas.

3. **What are the disadvantages of identifying the top worst performing circuits of a utility?**

   Response: The worst area that may be identified may not be the best area to focus on. There may be another area that more consumers will benefit from the limited amount of funds that may be available for upgrades or maintenance.

Power Quality

1. **Based on your utility's interaction with its customers, is power quality an important concern of your customers? What aspects of power quality are of particular concern (voltage sag, high or low voltage, voltage spikes and transients, flickers, surges, harmonics, other)? Please explain. Are there typical types of customers or customer classes that voice a greater concern about power quality than others? Please explain. How has your utility addressed these concerns?**

   Response: Power quality is a major concern for our consumers and us. Most concerns are related to voltage sags and flickers. Typically the residential and industrial classes voice the greatest concerns. We set monitoring equipment to document and verify their concerns.

2. **Does your utility have any program or plan in place specifically addressing power quality issues? Please explain. How have these programs or plans changed over the last five years?**

   Response: We do not have a specific plan or program. We try to respond to the consumer's problems as they are presented. We will work on the problem until it is identified or corrected. This approach has not changed in the last five years. We do monitor all voltages at our substation busses to ensure adequate voltage levels.

3. **Does your utility collect/track any type of power quality related data? If so, what data is collected and how is it used by the utility?**

   Response: We track and file all power data that we collect which includes voltage levels, sags, surges, etc. This data is used to help identify areas that we may have problems. This information is also used to determine what is going to be included in our work plans.

4. **Is power quality data used as a performance measure for compensation for any person(s), groups and/or divisions in your utility? Please explain what data is used and why.**

   Response: No.

Leading Indicators

While it's important to restore service as quickly as possible following an outage, when practical, it is better to prevent the outage from occurring.

1. **What are good leading indicators of possible service outages? Does your utility routinely monitor specific aspects of the electric operations or system with the goal of preventing service outages? What do you monitor and why?**

   Response: Yes, we routinely monitor specific aspects of the operating system with the goal of preventing service outages. What we monitor and the leading indicators are as follows:
   a. Known characteristics of the equipment.
   b. Equipment history.

c. Age and condition of some equipment and plant.
d. Circuit loading and balance.
e. Amount and frequency of operations on reclosers and regulators.
f. SCADA records.
g. Oil/gas analyses of all oil filled equipment.
h. Major three-phase circuits and distribution facilities receive some infrared inspections.

2. Does your utility have a routine inspection and maintenance plan/procedure in place designed to prevent the possibility of service outages? Please explain the plan/procedure.

Response: Yes
a. We test and inspect 10% of all poles ten years old and older annually.
b. Tree contractors trim private and road rights-of-way on a continuing basis. The system is on a five year cycle.
c. Half of the systems private and road rights-of-way are chemically treated annually.
d. All of the substations grounds are chemically treated annually.
e. 10% of the meters are tested annually.
f. Substations are inspected monthly.
g. Substation, VSA's (electronic reclosers), and SCADA operated tie point batteries are tested monthly.
h. Substations have an annual in-service inspection by an outside contractor. This includes relay testing, ground resistance, oil/gas samples, visual and infrared scanning.
i. Two substations receive a complete out-of-service inspection and testing annually.
j. Electronic recloser controls are tested annually.
k. Approximately 10% of the system receives an O&M inspection annually.

3. Has this plan/procedure changed in the past five (5) years? Please explain the changes and why they were made.

Response: Yes
Additional infra-red inspections have been initiated on more of the system's overhead and underground facilities (medical facilities, shopping centers, schools, commercial, and critical circuits).

4. Has your utility made any study or analysis as to how successful your inspection and maintenance plan/procedure has been in preventing service outage? Please explain.

Response: We have not done any formal studies or analysis to determine how successful our programs are, since it is difficult to predict when something will fail. We do know:

a. What problems have been found and what outages have been prevented.
b. We do not have very many poles broken in storms.
c. We do not have very many transformers that cause outages because they have been overloaded.

5. **Does your utility have a vegetation management plan/procedure in place designed to prevent the possibility of service outages? Please explain the plan/procedure.**

   Response: Yes
   a. One in-house tree crew and two contractor crews continually cut and trim trees in the private and road rights-of-way. The system is on a five-year cycle.
   b. Half of the system's private and road rights-of-way are chemically treated annually.
   c. We are currently reviewing the feasibility of using growth retardants in the highly populated areas.

6. **Has this plan/procedure changed in the past five (5) years? Please explain the changes and why they were made.**

   Response: Yes
   The chemical treatment has been reduced from a four year cycle to a two year cycle.

7. **Has your utility made any study or analysis as to how successful your vegetation management plan/procedure has been in preventing service outage? Please explain.**

   Response: We have not conducted any formal study or analysis to determine the program's effectiveness. We believe that it is effective and we do know:
   a. The system requires less vegetation management than it did 10 years ago.
   b. The frequency of tree related outages is on the decline.

8. **Does your utility identify/track the age of equipment used in the production and delivery of electricity to the customer? Why or why not?**

   Response: Yes, we track the age and make of most major equipment. We do not track on the smaller maintenance type items. Some of the major items that age is a concern are:
   a. Substation transformers and regulators.
   b. Substation and line reclosers.
   c. Transformers, switch gear and meters.
   d. Poles and conductor.

9. **Could equipment age be used as a leading indicator of potential service outages? Would this be an effective indicator of potential service outages? Please explain.**

   Response: Age could be an indicator for some types of distribution equipment, but not all distribution equipment and materials.

10. **Does your utility track equipment used in the production and delivery of electricity to the customer to identify equipment that tends to have a premature or unpredicted failure rate or degraded performance level? Why or why not?**

    Response: Yes

We track equipment that is known to be a problem or equipment that has a high rate of premature failures. We make necessary changes or repairs to these situations as they begin to be noticed.

11. Could the identification of equipment with premature or unpredicted failure rate or degraded performance level be used as a leading indicator of potential service outages? Would this be an effective indicator of potential service outages? Please explain.

Response: Yes
Identification of such equipment could be an indicator of potential outages. However, we do not have experience on how successful this would be and how expensive it would be to track this information.

12. Are there any other methods (e.g., infra-red inspections or radio frequency inspections) you carry out to help maintain and/or improve system reliability? Please describe the methods you use.

Response: We use:
a. Infra-red on substations and other critical distribution facilities.
b. Oil/gas analysis on major transformers and regulators.
c. Have used frequency inspections sparingly.

Setting Performance Standards

1. Does your utility set any type of performance standards relating to service reliability and quality as a method of determining employee and/or division performance for compensation purposes? What are these standards? How are they measured? How do they affect the overall compensation for a(n) employee and/or division?

Response: No performance standards for compensation have been established.

2. Could similar standards be set by the Commission to help evaluate and compare the service quality of Indiana utilities? Please explain why or why not.

Response: This could be done if each utility is consistent with its calculations of the indices. There may have to be some weight given for density, OH vs. URD, etc.

3. If these standards are not appropriate to help evaluate and compare the service quality of Indiana utilities, please suggest some standards that would be appropriate.

Response: The outage indices would suffice.

4. To date there has been little or no use of I. C. 8-1-2.5 by utilities to propose performance based rates that would tie utility incentives/penalties to reliability and other measurable performance criteria. Is there a problem with how I. C. 8-1-2.5 is structured that makes it inappropriate or ineffective as a vehicle for performance based rates? Please explain. From

your perspective (utility, customer group, other) what are the pros and cons of performance based rates?

Response: We are not familiar enough with this to comment.

Safety

1. **Is your utility participating in any EPRI (or other organizations) research projects relating to safety? If yes, please describe the project(s) you are involved in and how it relates to safety issues addressed in this section of the data request.**

   Response: We are not participating in any EPRI (or other organization) research project relating to safety.

2. **What actions to ensure public safety are taken, both by the utility and other emergency resources, when a live power line has come down? Please explain the activities from the time a live power line is reported down until it has been repaired or rendered safe.**

   Response: Safety for the general public is one of our major concerns.
   a. Any line down is considered energized "live" until it is grounded.
   b. All reported downed power lines are immediately investigated. Either the line crew, supervisor or other qualified personnel are dispatched to the location to investigate, guard, repair and render it safe.
   c. It is never taken for granted that it may be a telephone or cable television line down.
   d. We also respond in the same manner when a pole has been reported to be involved in an accident. The response remains the same even if we are advised that it has not been damaged. We want a qualified person to make this determination.
   e. We have conducted some training with fire, emergency response, etc.

3. **In situations where live power lines may be down in multiple locations, how is public safety ensured?**

   Response: The response to this question is the same as the previous question. We have and dispatch the necessary personnel to these locations to investigate, guard, repair and render them safe.

4. **In critical weather situations where widespread areas may experience outages or down power lines, is there any central coordination (beyond each individual utility) of the restoration of service and the repair of down lines? Please explain who does the coordination and what organizations are involved.**

   Response: No, but we do coordinate and respond through our private telephone lines with the local law enforcement agencies and the Whitley County Emergency Management Team who are reporting critical situations.

5. **What could be done to improve the public awareness of the hazards that may exist as a result of weather related power outage? How does your utility inform customers of these types of hazards?**

   Response: Continuing education of the public about the hazards that exist as a result of weather related outages. We provide age-based educational and instructional programs for the general public. Programs are given at schools, pre-schools as well as adult organizations such as fire departments, police departments and emergency medical response teams. We also publish articles in our member newsletter, Light Post.

6. **What is the most typical accident involving utility facilities that happens to utility personnel and to non-utility/customers/the general public? What has your utility done to help try and alleviate these types of accidents?**

   Response: The most typical accident that happens to employees are sprains and strains. These are caused mostly by weather conditions and/or the physical conditions on the work site.
   a. Typical accidents involving non-utility /customers/the general public are digging into our primary and secondary facilities, and vehicle accidents.
   b. Safety awareness programs are given to utility personnel on a monthly, by-monthly and quarterly basis. The frequency is driven by the work function.

7. **What is the current average term of employment for service and line crew personnel? Does your utility provide on-going safety training for your line and service crews? Please explain the types of training these crews receive.**

   Response:
   a. The current average term of employment for service and line crew personnel is 13.5 years.
   b. On-going safety training for line and service crews consists of defensive driving, job briefing, personal protective equipment, hazard recognition, hazard communication, lockout/tagout, near misses, standard first aid, cardiopulmonary resuscitation and other safety topics that are related to the electric utility industry.
   c. Instructors are internal, through Indiana Statewide Association, and instructors from other organizations.

8. **Commission rules currently require utilities to report accidents resulting in death. Do you think this rule provides useful information to the Commission? Please explain. Do you have any recommended changes that would make this rule more useful? Please explain.**

   Response: This rule is only useful if the information gathered is analyzed and then reports made to utilities under the Commission's jurisdiction.

9. **What other organizations or agencies must you report to when there has been an accident, injury or fatality? Please explain what must be reported, under what circumstances and in what time frame from when the incident occurred.**

Response: We report accidents, injuries and fatalities to our insurance carrier. We also make reports to the Indiana Occupational Safety and Health Division (IOSHA) when required as outlined in 29 CFR 1904.39.

10. **The Commission is aware that in preparation for Y2K utilities developed emergency operating plans (EOP). Does your utility continue to maintain and update an emergency operating plan? What circumstances or conditions is the EOP designed to cover? Is the EOP prepared and/or modified completely by utility personnel or do other organizations or agencies have input to the plan? Please explain how outside sources have input to the EOP. Does your utility routinely run drills on the EOP to check the effectiveness of the plan and to identify areas, which need improvement? Please describe your drilling procedure.**

    Response: We continue to maintain an emergency operating plan (EOP). This plan was prepared for Y2K and when necessary is modified. We do not routinely run drills on the EOP.

Customer Service

1. **Is your utility participating in any EPRI (or other organizations) research projects relating to customer service? If yes, please describe the project(s) you are involved in and how it relates to customer service issues addressed in this section of the data request.**

    Response: No

2. **Please describe your utility's customer service philosophy and how your utility implements this philosophy.**

    Response: Northeastern's mission statement reflects our philosophy.

    > To meet our customers' ongoing needs for economical and reliable electric service in ways that merit the trust and confidence of the public.

3. **How many employees are directly engaged in customer service types of activities and where do they fit in the utility's overall organizational structure? An organizational diagram may be useful in responding to this question.**

    Response: While customer service is everyone's responsibility, the numbers below reflect those employees directly involved with customer service functions

    Corporate Services - 6 employees
    Energy Services - 4 employees
    Customer Services - 11 full time - 5 part-time
    Distribution Services - 18 full time - 4 part-time
    (linemen/groundmen not included)

4. **Assuming there are a variety of activities that can be considered "customer service" please describe the different types of activities your utility classifies as "customer service" and how many employees are engaged in each activity.**

Response:

Customer Service Division

a. Vice President of Customer Service
   Maintain the development, implementation and direction of all customer service functions which impact the cooperative's consumers, employees and the general public.
b. Customer Service Supervisor
   Provide efficient, accurate and courteous services which will promote good will and effective relationships among Northeastern REMC, its customers, its employees and the general public.
c. Customer Service Representatives - 7 employees
   To give prompt, efficient, reliable and courteous service that will promote good will and effective relationships between Northeastern REMC and its customers.
d. Meter Readers - 3 full time and 2 part time employees
   To provide assistance to the customer services division by accurately and efficiently reading meters.

5. Please provide a brief description of the qualifications required by employees engaged in the various customer service activities described in response to the previous question. Have these requirements and protocols changed over the past five years? Please explain.

Response:

a. Vice President of Customer Service
   College degree or equivalent experience and training in management and public relations. Conform to the general practices and guidelines of all employees and Northeastern REMC.
b. Customer Service Supervisor
   Associate degree or 5 years experience in customer service, math skills to carry out a variety of accounting/scheduling functions, communications skills, word-processing and spreadsheet skills, and supervisory skills.
c. Customer Service Representatives
   High school graduate or equivalent, math skills to carry out a variety of accounting functions, good work processing and communication skills.

6. Please describe any equipment and/or facilities that are specifically designed to help the utility to communicate with its customers and to enhance customer service.

Response:

a. Customer Response Center - Coral Center Java Client to monitor customer calls, service and response levels.
b. Centurion Outage System -Automated system to collect outage information

7. How does your utility evaluate the quality and performance of your customer service activities?

Response: Service Levels

a. Response times by type of transaction
b. Telephone Standard

c. Voice Mail Standards
d. Total Service Factor

8. Is the compensation of employees, groups of employees or divisions tied to customer service performance? Please explain how this is done and whom this process affects.

Response: Not at this time.

9. What methods or statistics are used to evaluate customer service performance? Please provide a description of the methods or statistics used.

Response:

a. Customer Satisfaction Survey -- An ongoing quarterly report matching us against a benchmark group and also against the American Customer Satisfaction Index.
b. Focus Group -- Customer-owners convey their opinions on various items.
c. Customer Comment Card -- Handed out to walk-in customers.
d. Annual Meeting -- Survey is handed out and completed at the annual meeting.